

# VSS Error: 0x800423f3 - Selected writer 'WMI Writer' is in failed state!

## Problem

This VSS error is produced by a fault or corruption in the Windows Management Instrumentation repository. The error can also be identified by the following VSS state value: Status: 9 (VSS\_WS\_FAILED\_AT\_FREEZE)

### Solution - Reset the WMI repository

1. Start the computer and press f8 on boot up and select 'Safe Mode without networking'.
2. [Start an elevated command prompt](#)
3. To make certain the WindowsManagementInstrumentation (WMI) service is not running, type:

```
net stop winmgmt
```

4. In the start menu **click 'computer'** on the right hand side. Go to the 'windows\system32\WBEM\ folder' and **rename** the Repository folder to something else like 'OLDRepository' (**right click and choose 'Rename Folder'**).
5. Reboot and restart as normal.
6. Go to (**Start > All Programs > Accessories**) and **select 'Command prompt'**
7. To stop the wmi service, type:

```
net stop winmgmt
```

8. Type:

```
winmgmt /resetRepository
```

9. Restart the system.

## Related articles

- [The Macrium Rescue Environment](#)
- [Backup aborted! - Write operation failed - The request could not be performed because of an I/O device error](#)
- [Backup aborted! - None of the specified backup locations could be written to](#)
- [Macrium Services Provider License Agreement explained](#)
- [Backup aborted! - Unable to lock volume](#)